

Who can access My Connected Care?

Portal accounts are available for anyone 12 years and older who is a past or current patient at Grand River Hospital or St. Mary's General Hospital.

Can I allow others to have access to my information?

When you first register for the My Connected Care portal, only you will be able to see your health records. After you register, you can choose to allow an authorized representative to access your records by contacting our Health Records department.

My Connected Care does not provide medical advice

For general inquiries or questions about medical topics, the Health Connect Ontario website is a valuable resource to check your symptoms, get health advice, find a health service, or search the medical library.

<https://healthconnectontario.health.gov.on.ca>

If you would like to talk to someone about your health, contact your healthcare provider.

For emergencies, call 911.

For More Information

For technical issues, please call My Connected Care support line at 1-855-455-2717

(available 24/7)

myconnectedcare.ca

**myconnected
care**



**GRAND RIVER
HOSPITAL**

St. Mary's
GENERAL HOSPITAL

**Information for
Patients and Family Members**

My Connected Care is a joint initiative of Grand River Hospital and St. Mary's General Hospital

What is My Connected Care?

My Connected Care is a free, secure online tool that provides patients of Grand River Hospital and St. Mary's General Hospital access to their health records and personal health information.

With My Connected Care, you can:

- View lab results soon after they are available in our system (3 hour delay)
- View medical imaging reports, for example, X-ray, CT, MRI reports (3 day delay)
- Read clinical notes written by members of your healthcare team
- View upcoming appointment details and instructions
- Review measurements, for example, blood pressure and heart rate
- View pathology reports (10 day delay)

"My Connected Care portal is a new exciting opportunity for patients and their care partners receiving care at Grand River and St. Mary's General Hospital to elevate their patient experience to the next level of excellence".

Linda M

GRH and KW4 OHT Patient and Family Advisor

Protecting Your Privacy

The My Connected Care patient portal is a joint initiative of Grand River Hospital and St. Mary's General Hospital. The information provided on the portal reflects the shared Electronic Health Record used at both organizations, and security measures are in place to protect against risks such as unauthorized access, collection, use, disclosure, or disposal.



Technology Requirements

You can use any computer or device with the latest version of a web browser like Edge, Chrome, or Safari installed to access My Connected Care.

Enroll for My Connected Care Today

You can enroll in the My Connected Care patient portal while visiting Grand River Hospital or St. Mary's General Hospital for an appointment.

Speak with a member of the registration staff to start the enrollment process.

Enrolling in My Connected Care will take less than 5 minutes.

What happens after I enroll?

When you choose to enroll in the My Connected Care portal, we will send an invitation to the email address you provided. Click the link to accept the invitation and then follow the instructions to create your account.

Already Registered?

My Connected Care is accessible from anywhere at any time through the internet:

<https://www.myconnectedcare.ca>